Attended Delivery Accuracy

What is the metric?

Attended Delivery Accuracy (ADA): The share of routes delivered by a DSP which did not have an Attended Delivery Anomaly. This metric is only at the DSP level and is shown on the cover sheet of the Scorecard. DSP's who earn *Fantastic* for Attended Delivery Accuracy typically achieve 100.0% (i.e. none of their DA's had any Attended Delivery Anomalies for the week).

IMPORTANT TO KNOW	**Attended Delivery Anomaly**: These occur when a driver uses Attended Delivery Scan Codes (e.g. delivered to customer) at an egregiously high rate for a route.

How we calculate Attended Delivery Accuracy:

To calculate the Attended Delivery Accuracy (ADA), we first calculate the Attended Delivery Rate for each route delivered. The Attended Deliver Rate is the share of all deliveries made which were 'attended' by the customer. The following scan codes are counted as 'attended deliveries':

- "Delivered to Customer"
- "Delivered to Household Member"
- "Delivered to Receptionist"
- "Delivered to Neighbor"
- "Delivered to Mail Room"
- "Delivered to Mail Room Clerk"

Then, for each route we compare the Attended Delivery Rate to a station-specific threshold, and if the Attended Delivery Rate is higher than that threshold we consider that route to have an Attended Delivery Anomaly. The thresholds are set to only capture the extreme outliers ("anomalies") of attended deliveries, and are based on historical performance at each station. A Driver may have 0,1, or multiple Attended Delivery Anomalies each week, but cannot have more Attended Delivery Anomalies than they had routes.

IMPORTANT TO KNOW	To calculate Attended Delivery Accuracy (ADA), divide the number of routes without anomalies by the total number of routes delivered by the DSP for the week.

Keys to Success

Tips for DSPs

- ✓ Reiterate to drivers that selecting an incorrect scan code to avoid taking a Photos-On-Delivery (POD) is against Amazon policy and will increase the likelihood of concessions (i.e. *Poor* DAR scores).
- ✓ Review the 'SWC-AD' column on the driver pages on the Scorecard, which shows the number of Attended Delivery Anomalies each driver had for the week.

Tips for DAs

- ✓ Use the correct scan code every time. Only use an attended delivery scan code if you truly did deliver directly to a customer or to a mail room.

FAQs	
What route/addresses are filtered out of this metric? Specifically, what about a) Businesses, b) Bulk Deliveries, c) Universities and d) SWA?	Apartments, a university or school campus, and any other commercial/bulk delivery address type are filtered out of this metric.